DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097   **PROPOSED**

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Information Technology Section/Technical Services Group	Information Management Division			

CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Specialist I	R01	Permanent	Full-Time	

POSITION NUMBER	CURRENT DATE
388-041-1402-027	04/22/2022

DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
☐ YES ☑ NO	☐ YES ☑ NO	APPROVED BY	DATE

FUNCTION OF POSITION

Under the general direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for the administration of the Department's backup/recovery and server environments. The Information Technology Specialist I works in a team which manages Windows servers, Linux servers, and backup/recovery systems within VMware and Hyper-V environments. Additionally, the Information Technology Specialist I is responsible for the planning, installation, configuration, and operation of server infrastructure technologies. This includes, but is not limited to: server network design, storage management, operating systems, software utilities, and diagnostic tools used within the California Highway Patrol (CHP). These systems are an integral part of providing application support for highly available CHP operations and continued public safety for the Technical Services Group.

SUPERVISION RECEIVED

The Information Technology Specialist I reports directly to and receives the majority of their assignments from the Information Technology Supervisor II. However, direction and assignments may also come from the Information Technology Manager I.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

The Information Technology Specialist I may occasionally be called upon to respond and work after hours due to unexpected issues related to servers and applications. Some travel required as needed.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	**Essential Functions**
20%	System Engineering: Conducts analysis, including risk/reward analysis, in order to assist with the deployment of virtual and physical servers into the Cloud and on-premise CHP data centers. Maintains server configurations and review logs; troubleshoots and resolves cloud, virtual machine, and physical server-related issues; and implements appropriate patches to the server environment. Generates/retains system backups, and monitors Cloud storage utilization, logs, storage area network (SAN), and Cloud tenant health. Performs capacity planning and monitors server capacity, storage space availability, memory, network circuit utilization, and reliability of design activities. Provides assistance with the specification, design, configuration, and deployment of new hardware and software, system backups, storage, and tenant health into the Cloud and on-premise CHP data centers. Ensures the Cloud-based and on-premise disaster recovery procedure is appropriately documented and reviewed and tested quarterly. Conducts regularly scheduled audits and vulnerability tests. Develops implementation and maintenance plans for functionality of physical and virtual servers, SAN, fabric switches, and enterprise backup systems. Implements and supports Structured Query Language server functionalities, and the enterprise directory service components in the areas of identity and access management, directory services, work flow, security, provisioning, and compliance. Monitors application and system logs to ensure system health and security and provide reports utilizing tools including, but not limited to, System Center, Windows logs, and Active Directory. Performs system software level adjustments to optimize system performance and analyzes the current technology environment to detect critical deficiencies and recommend solutions for improvement.
20%	Information Security Engineering: The Information Technology Specialist I serves as a technical resource on addressing a wide range of software/hardware security risks. Designs, tests, operates, and maintains the backup/recovery/server infrastructure to ensure data availability and data integrity by mitigating risks against potential threats ranging from natural disasters to malicious acts. Provides analysis of security audits by utilizing multiple complex tools to perform data collection and log analysis. Works with various groups, including the Information Security Officer, to respond to security vulnerabilities and develop risk mitigation strategies.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Information Technology Section/Technical Services Group

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20%	Business Technology Management: The Information Technology Specialist I ensures service quality, system security, functional stability, and agility of the infrastructure to meet evolving departmental business needs; analyzes and documents enterprise business context trends strategies to support technical architecture; provides assistance in the preparation and establishment of policies, procedures, and standards; collaborates with other groups and units to develop best practices; and requests quotes for new technology (hardware and services), from vendors when needed.
20%	Client Services: The Information Technology Specialist I researches and provides recommendations on new hardware, software, system backups, and Cloud-based and on-premise storage technologies to ensure the security and enhancement of, and recommend improvements to the CHP mixed Windows virtual, Unix, and Linux production server environments, which are the core operating systems for the CHP local area network. Provides input into infrastructure solution recommendations based on customer requests, internal and external regulations, and available technology; notifies management of infrastructure problems; and attends change control meetings to report infrastructure incidents and change implementations to the systems affecting production environment. Serves as a liaison for the Software Development Group, Customer Services Group, and Network Services Group. Reviews and responds to ServiceNow support tickets. Monitors application dashboards to proactively address system issues. Travels as needed to address infrastructure issues throughout the state.
15%	IT Project Management: The Information Technology Specialist I provides oversight by meeting with technical staff and management to define the scope of work, plan resources, and develop timelines for IT projects and troubleshooting efforts. Provides effective communication through change management and risk management. Prepares project-related documentation, including project postmortem, metric collection, proposals, justifications, technical specifications, statements of work, bills of materials, and purchasing quotes for procurements.

Non-Essential Functions

5%	Performs other duties, within the scope of the classification, as assigned.

TOTAL   100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE